CONTRACT #22 RFS # 318.66-050

Department of F&A Bureau of TennCare

VENDOR: Tennessee Behavioral Health, Inc. (East Grand Region)

REQUEST: NON-COMPETITIVE AMENDMENT

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RFS# 318.66-0	50					
STATE AGENCY NAME:	Department of Finance and a Bureau of TennCare	Administration	n			
SERVICE CAPTION:	Behavioral Health Organizat TennCare/Medicaid Populati	ions Providin ion in Tennes	g Medically Necessary Behaviora ssee East Grand Region	I Services to the		
CONTRACT#	FA-05-16089-00		PROPOSED AMENDMENT #	5		
CONTRACTOR:	CONTRACTOR: Tennessee Behavioral Health, Inc.					
CONTRACT START DATE: 07/0			07/01/2004			
CURRENT, LATEST POSS (including ALL options to ext		06/30/2007				
CURRENT MAXIMUM LIAE	BICITY:	\$310,737,0	22.00			
LATEST POSSIBLE END C	ATE <u>WITH</u> PROPOSED AM	ENDMENT:	06/30/2007			
TOTAL MAXIMUM COST V	VITH PROPOSED AMENDMI tend)	ENT:	\$458,166,722.00			
APPROVAL CRITERIA : (select one)	use of Non-Competit	tive Negotiat	tion is in the best interest of the	state		
	only one uniquely qualified service provider able to provide the service					
ADDITIONAL REQUIRED I	REQUEST DETAILS BELOW	/ (address ea	ach item immediately following the	e requirement text)		
(1) description of the pro	posed additional service an	d amendme	nt effects :			
roquiromente ve anneals: a	and provide consistency with N	Middle TN RF	Raud and Abuse; clarify languag P Pro Forma, as well as other ho aximum liability funding for FY 20	usekeeping language		

(2) explanation of need for the proposed amendment :
This amendment is needed in order to establish payment mechanisms for remainder of calendar year '06 in order to continue behavioral health services for TennCare enrollees in addition to current language clarifications.
(3) name and address of the proposed contractor's principal owner(s): (not required if proposed contractor is a state education institution)
Dr. Russ Petrella, Chief Operating Officer Magellan Behavioral Health 199 Pomeroy Road, 3rd Floor Parsippany, New Jersey 07054
(4) documentation of OIR endorsement of the Non-Competitive procurement request : (required only if the subject service involves information technology)
select one: Documentation Not Applicable to this Request Documentation Attached to this Request
(5) documentation of Department of Personnel endorsement of the Non-Competitive procurement request : (required <u>only</u> if the subject service involves training for state employees).
select one: Documentation Not Applicable to this Request Documentation Attached to this Request
(6) description of procuring agency efforts to identify reasonable, competitive, procurement alternatives rather than to use non-competitive negotiation:
This contract for Behavioral Health Services was identified by a competitive Request for Proposal method. This amendment to the exisiting contract will ensure that services to recipients will continue without interruption and that payment rates are established for period to continue throughout fiscal year 2007.
(7) justification of why the F&A Commissioner should approve a Non-Competitive Amendment :
The approval of this amendment by F&A will ensure the best interests of TennCare enrollees will be served. Based on the network of providers that Tennessee Behavioral Health, Inc. currently has, TennCare is confident that the modifications of this agreement will ensure payment mechanism for FY '07 and prevent any disruption of services to enrollees.
AGENCY HEAD REQUEST SIGNATURE: (must be signed by the ACTUAL procuring agency head as detailed on the Signature Certification on file with OCR — signature by an authorized signatory will be accepted only in documented exigent circumstances)
SIGNATURE DATE

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2007		\$52,779,833.00		\$94,649,867.00								\$147,429,700.00
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	Fotals:	\$310,737,0	22.00	\$147,429,	700.00							

AMENDMENT NUMBER 5

TO PROVIDER RISK CONTRACT # FA-05-16089

BETWEEN

THE STATE OF TENNESSEE DEPARTMENT OF MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES

AND

TENNESSEE BEHAVIORAL HEALTH, INC. IN THE EAST TENNESSEE GRAND REGION

For and in consideration of the mutual promises herein contained and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree to clarify and/or amend the Provider Risk Agreement by and between the State of Tennessee Department of Mental Health and Developmental Disabilities, hereinafter referred to as **TDMHDD**, and Tennessee Behavioral Health, Inc. hereinafter referred to as the **Contractor**, as follows:

Titles and numbering of paragraphs used herein are for the purpose of facilitating use of reference only and shall not be construed to infer a contractual construction of language.

- 1. Section 3.1.12.1.4 shall be deleted in its entirety and replaced by a new section 3.1.12.1.4 which shall read as follows:
 - 3.1.12.1.4 The CONTRACTOR shall promptly perform a preliminary investigation of all incidents of suspected and/or confirmed fraud and abuse. Unless prior approval is obtained from the agency to whom the incident was reported, or to another agency designated by the agency that received the report after reporting fraud or suspected fraud and/or suspected abuse and/or confirmed abuse, the **CONTRACTOR** shall not take any of the following actions as they specifically relate to TennCare claims:
 - i. contact the subject of the investigation about any matters related to the investigation
 - ii. enter into or attempt to negotiate any settlement or agreement regarding the incident, or

- iii. accept any money or other thing of valuable consideration offered by the subject of the investigation in connection with the incident
- Section 3.1.12.1.9 shall be modified by changing the section number referenced so that the section now shall read:
- 3.1.12.1.9 The Contractor shall include in any of its provider agreements a provision requiring, as a condition of receiving any amount of TennCare payment, the provider must comply with Section 3.1.12 of this Agreement.
- 3 Section 3.1.12.1.10 shall be modified by changing the section number referenced within the section from 3.4.4.8 to 3.2.4.7:
- 3.1.12.1.10 Except as described in Section 3.2.4.7 of this Agreement, nothing herein shall require the **Contractor** to assure non-participating providers are compliant with **TennCare** contracts or State and/or federal law.
- 4. Section 3.2.4.2 shall be amended by deleting the phrase "and subsequent steps regarding an informal review by TennCare", so that the amended paragraph shall read as follows:
 - 3.2.4.2 The CONTRACTOR must review and approve or disapprove claims for emergency medical services based on the definition of emergency medical services specified in Attachment A of this Agreement. If the CONTRACTOR determines that a claim requesting payment of emergency medical services does not meet the definition herein and subsequently denies the claim, the CONTRACTOR shall notify the provider of the denial. This notification shall include information to the provider regarding the CONTRACTORS' process and timeframes for reconsideration In the event a provider disagrees with the CONTRACTORS' decision to disapprove a claim for emergency medical services, the provider may pursue the independent review process for disputed claims as provided by T.C.A. Section 56-32-226, including but not limited to, BHO reconsideration.
- 5. Section 3.3 shall be deleted and replaced in its entirety so that the new Section 3.3 shall read as follows:

3.3 Appeals and Complaints

- (i) Members shall have the right to file appeals regarding adverse actions taken by the CONTRACTOR. For purposes of this requirement, appeal shall mean a member's right to contest verbally or in writing, any adverse action taken by the CONTRACTOR to deny, reduce, terminate, delay or suspend a covered service as well as any other acts or omissions of the CONTRACTOR which impair the quality, timeliness, or availability of such benefits. An appeal may be filed by the member or by a person authorized by the member to do so, including but not limited to, a provider with the member's written consent.
- (ii) Complaint shall mean a member's right to contest any other action taken by the CONTRACTOR or service provider other than those that meet the definition of an adverse action. The CONTRACTOR shall inform members of their complaint and appeal rights in the member handbook in compliance with the requirements in Section 3.4.2.1 The CONTRACTOR shall have internal complaint and appeal procedures for members in accordance with TennCare rules and regulations, the TennCare Waiver, consent decrees, or court orders governing the appeals process.

The CONTRACTOR shall devote a portion of its regularly scheduled QM/QI meetings, to the review of member complaints and appeals that have been received

The CONTRACTOR shall ensure that punitive action is not taken against a provider who files an appeal on behalf of a member with the member's written consent, supports a member's appeal, or certifies that a member's appeal is an emergency appeal and requires an expedited resolution in accordance with TennCare policies and procedures.

3.3.1 Appeals

The CONTRACTORS appeal process shall include, at a minimum, the following:

- 3.3.1.1 The CONTRACTOR shall have a contact person who is knowledgeable of appeal procedures and shall direct all appeals whether the appeal is verbal or the member chooses to file in writing to TENNCARE. Should an enrollee choose to appeal in writing, the enrollee will be instructed to file via mail or fax to the designated TENNCARE P. O. Box for medical appeals.
- The CONTRACTOR shall have sufficient support staff (clerical 3.3.1.2 and professional) available to process appeals in accordance with TennCare requirements related to the appeal of adverse actions affecting a TennCare member.. The CONTRACTOR shall notify TENNCARE and TDMHDD of the names of appointed staff members and their telephone numbers. Staff shall federal law. about applicable state and knowledgeable and all court orders and TENNCARE rules and regulations,

consent decrees governing appeal procedures, as they become effective. The CONTRACTOR shall educate its staff concerning the 3.3.1.3 importance of the appeals procedure, the rights of the member, and the time frames in which action must be taken by the CONTRACTOR regarding the handling and disposition of an appeal. The CONTRACTOR shall identify the appropriate individual or 3.3.1.4 body within the plan having decision-making authority as part of the appeal procedure. The CONTRACTOR shall have the ability to take telephone 3.3.1.5 appeals and accommodate persons with disabilities during the appeals process. Appeal forms shall be available at each service site and by contacting the CONTRACTOR. However, members shall not be required to use a TENNCARE approved appeal form in order to file an appeal: Upon request, the CONTRACTOR shall provide members a 3.3.1.6 TENNCARE approved appeal form(s); The CONTRACTOR shall provide reasonable assistance to all 3.3.1.7 appellants during the appeal process. At any point in the appeal process, TENNCARE shall have the 3.3.1.8 authority to remove a member from the CONTRACTORS plan when it is determined that such removal is in the best interest of the member and TENNCARE: The CONTRACTOR shall require providers to display notices of 3.3.1.9 member's right to appeal adverse actions affecting services in public areas of each facility in accordance with TennCare rules and regulations. The CONTRACTOR shall ensure that providers have accurate and adequate supply of public notices. Neither the CONTRACTOR nor TENNCARE shall prohibit or 3.3.1.10 discourage any individual from testifying on behalf of a member. The CONTRACTOR shall ensure compliance with all notice 3.3.1.11 requirements and notice content requirements specified in applicable state and federal law, TennCare rules and regulations. and all court orders and consent decrees governing notice and appeal procedures as they become effective.

3.3.1.12

TENNCARE may develop additional appeal process guidelines or

rules, including requirements as to content and timing of notices to members, which shall be followed by the CONTRACTOR.

However, , the CONTRACTOR shall not be precluded from challenging any judicial requirements and to the extent judicial requirements that are the basis of such additional guidelines or rules are stayed, reversed or otherwise rendered inapplicable, the CONTRACTOR shall not be required to comply with such guidelines or rules during any period of such inapplicability.

- 3.3.1.13 The CONTRACTOR shall provide general and targeted education to providers regarding expedited appeals, (described in Tenncare rules and regulations), including when an expedited appeal is appropriate, and procedures for providing written certification thereof
- 3.3.1.14 The CONTRACTOR shall require providers to provide written certification regarding whether a member's appeal is an emergency upon request by a member prior to filing such appeal, or upon reconsideration of such appeal by the CONTRACTOR when requested by TENNCARE.
- 3.3.1.15 The CONTRACTOR shall provide notice to contract providers regarding providers' responsibility in the appeal process, including but not limited to, the provision of medical records and/or documentation.
- 3.3.1.16 The CONTRACTOR shall urge providers who feel they cannot order a drug on the TennCare Preferred Drug List (PDL) to seek prior authorization in advance, as well as to take the initiative to seek prior authorization or change or cancel the prescription when contacted by a member or pharmacy regarding denial of a pharmacy service due to system edits (i.e., therapeutic duplication, etc.)
- 3.3.1.17 Member eligibility and eligibility related grievance and appeals, including termination of eligibility, effective date of coverage, and the determination of premium and co-payment responsibilities shall be directed to the Department of Human Services.

If it is determined by TENNCARE that violations of the appeal guidelines have occurred by the CONTRACTOR, TENNCARE shall require the CONTRACTOR to submit and follow through with a corrective action plan. Failure to comply with the appeal guidelines issued by TENNCARE, including an acceptable corrective action plan, shall result in the CONTRACTOR being subject to liquidated damages as described in Section 5.3 of this Agreement.

6. Section 3.4.7 shall be amended by adding the phrase "or prior to enrollee's beginning effective date" to the end of the first sentence so that the amended Section 3.4.7 shall read as follows:

3.4.7 Provider Directory

The Contractor shall be responsible for distributing provider directories to new Enrollees within thirty (30) calendar days of receipt of notification by TennCare of enrollment in the Contractor's plan or prior to enrollee's beginning effective date. The Contractor shall also be responsible for redistribution of updated provider information on an annual basis. The provider directories shall include the following: names, locations, telephone numbers, office hours, non-English languages spoken by current identification of providers accepting new network providers. patients, emergency services settings and post stabilization service locations. Enrollee provider directories, and any revisions thereto, shall be submitted to TDMHDD for approval prior to distribution to Each submission shall include a paper and an Enrollees. electronic copy. The text of the directory shall be in Microsoft Word or Adobe (PDF) format. In addition, the provider information used to populate the Enrollee provider directory shall be submitted as a TXT file or such format as otherwise approved by

TDMHDD and be produced using the same extract process as the actual Enrollee provider directory. It shall be acceptable for the Contractor to mail one (1) provider directory to each address listed for the Enrollee's TennCare case number when there is more than one (1) new Enrollee assigned to the same case number at the time of enrollment and when subsequent updated provider directories are mailed to Enrollees. Should a single individual be enrolled and be added into an existing case, a provider directory must be mailed to that individual Enrollee regardless of whether or not a provider directory has been previously mailed to Enrollees in the existing case.

Section 3.6.4 Credentialing and the related Attachment C Standard shall be amended by adding a new paragraph to the end of the existing text and by amending Attachment C, Standard VIII of the BHO QMP Standard – Q. so that they read as follows:

3.6.4 Credentialing

The **Contractor** must maintain a current credentialing manual per **TDMHDD** requirements as set forth in Standard VIII of the BHO QMP Standards (see Attachment C) and as further specified below.

The **Contractor** shall submit the credentialing manual to **TDMHDD** for approval prior to the delivery of services and prior to modification(s).

In addition to the requirements found in Standard VIII of the BHO QMP Standards, the manual must include:

- 3.6.4.1 A written notice process the **Contractor** will use to inform affected individuals or groups of providers in its network of a decision not to include them in the **Contractor's** network and the reason for its decision.
- **3.6.4.2** A written description of its credentialing criteria to providers upon request.
- completely process 3.6.4.3 The CONTRACTOR shall credentialing applications within thirty (30) calendar days of receipt of a completed, including all necessary and attachments, credentialing documentation application and signed Provider Agreement. Completely process shall mean that the CONTRACTOR shall review, approve, and load approved applicants to their provider files in their claims processing system or deny the application and assure that provider is not included in the CONTRACTORS' network.

Attachment C Standard VIII of the BHO QMP Standard:

- Q. All credentialing and re-credentialing decisions are made within thirty calendar days of receipt of a completed, including all necessary documentation and attachments, credentialing application and signed Provider Agreement. The organization must track the amount of time from receipt of a completed application to date of provider notification of the credentialing decision.
- 8. A new Section 3.6.7 Payment Requirements shall be added as follows:
- 3.6.7 The CONTRACTOR shall assure that payments are not issued to providers that have not obtained a Tennessee Medicaid provider number or for which disclosure requirements have not been obtained by the CONTRACTOR in accordance with 43 CFR 455.100 through 106 and Section 3.7.2 of this Agreement.

The third paragraph of Section 3.7.2.11 references 3.12.15. This reference should be to Medical Records Section 3.10.16.

3.7.2.11 Third paragraph:

Require that medical records requirements found in Section 3.10.16 be included in provider agreements and that medical records are maintained at site where medical records are rendered.

10. The fourth paragraph of Section 3.7.2.11 references 3.12.16. and 3.14.2 These references should be to Availability of Records Section 3.10.15 and Records Maintenance Section 3.11.6.

3.7.2.11 Fourth Paragraph:

The provider agreement must contain the language described in Sections 3.10.15 and 3.11.6 of this Agreement.

- 11. Section 3.7.2.31 shall be amended so that the amended Section 3.7.2.31 shall read as follows:
 - 3.7.2.31 Specify that the TennCare Provider Independent Review of Disputed Claims process shall be available to providers to resolve claims denied in whole or in part by the **Contractor** as provided at T.C.A. 56-32-226(b);
- 12. Section 3.7.2.32 shall be amended so that the amended Section 3.7.2.32 shall read as follows:
 - 3.7.2.32 Include a conflict of interest clause as stated in subsections (1) and (2) of Section 6.5, Gratuities clause as stated in Section 6.6, and Lobbying clause as stated in Section 6.7 of this Agreement between the CONTRACTOR, TennCare and TDMHDD;

- 13. A new Section 3.7.3 shall be added which shall read as follows:
- 3.7.3 All member notices required shall be written using the appropriate notice templates provided by TENNCARE and shall include all notice content requirements specified in applicable state and federal law, TennCare rules and regulations, and all court orders and consent decrees governing notice and appeal procedures as they become effective.

Failure to comply with notice requirements described herein may result in liquidated damages as described in Section 5.3.3 of this Contract.

- 14. A new Section 3.7.4 shall be added which shall read as follows:
- 3.7.4 The CONTRACTOR shall notify TennCare of any provider termination and submit a copy of one of the actual member notices mailed as well as an electronic listing identifying each member to whom a notice was sent within five (5) business days of the date the member notice was sent as required in Section 3.7.3. In addition to the member notice and electronic listing, documentation from the CONTRACTORS' mail room or outside vendor indicating the quantity and date member notices were mailed shall be sent to TENNCARE as proof of compliance with the member notification requirements. The CONTRACTOR shall maintain a copy of the actual notice on-site and forward a copy of the notices upon request by TENNCARE. If the termination was initiated by the provider, said notice shall include a copy of the provider's notification to the Contractor.

Furthermore, if termination of the CONTRACTORS' provider agreement with any provider group, whether or not the termination is initiated by the provider or by the CONTRACTOR, places the CONTRACTOR out of compliance with Sections 3.1.3 and 3.6.1.2 of this Contract, such termination shall be reported by the CONTRACTOR to TENNCARE and TDMHDD in the standard format used to demonstrate compliance with provider network and access requirements, within five (5) business days of the date that the agreement has been terminated.

- 15. Section 3.9.1, Quality Improvement, shall be amended by adding a second paragraph to Section 3.9.1.3 that shall read:
 - 3.9.1.3 The Contractor shall notify TDMHDD within three (3) business days of any decision to suspend new admissions to a provider or terminate

a provider from their network. The notification shall include the name of the provider, the reason(s) for the action to discontinue admissions or terminate the provider from the network, and the effective date of the action.

16. Section 3.10.5 Case Management Reporting, shall be amended by removing the ability to maintain wait lists for case management and by changing the report frequency from monthly to quarterly. The revised section shall read as follows:

3.10.5 Case Management Reporting

The **Contractor** shall submit a summary of all **Enrollees** receiving case management services to **TDMHDD** on a quarterly basis. The minimum data elements required to be provided are identified in Attachment D.5.

17. Section 3.10.7 shall be amended by adding new text to the end of the existing text so that the amended 3.10.7 shall read as follows:

3.10.7 Enrollee Information, Weekly Reporting

The Contractor shall submit weekly reports in an electronic format, unless otherwise specified or approved by TennCare in writing, which shall serve as the source of information for a change in the Enrollee's TennCare information. This report shall include Enrollees who move outside the Contractor's service area as well as Enrollees who move to a new address within the Contractor's service area. The Contractor agrees to work with the State to devise a methodology to use returned mail to identify Enrollees who have moved and whose whereabouts are unknown.

Within 90 days of notification from **TennCare**, the **Contractor** shall also be required to include in this report, any information which is known by the **Contractor** that may affect an **Enrollee's TennCare** eligibility and/or **TennCare** cost sharing responsibilities including changes in income, family size, access to health insurance, third party resources including any known insurance policies and/or legal actions, proof of un-insurability including limited coverage and exclusionary riders to policies, whether or not the **Enrollee** is

incarcerated, or resides outside the State of Tennessee. The minimum data elements required for this report can be found in

Attachment D of this CONTRACT. This notice may be accomplished through a written form or as an electronic media update, as mutually agreed upon by the **Contractor** and **TennCare**.

The CONTRACTOR shall gather, store and update a minimum of the following health insurance information:

- Recipient SSN
- Type of coverage (Inpatient, outpatient, pharmacy, dental, vision, etc.)
- Policyholder name
- Policyholder SSN, if available
- · Policyholder's relationship to the recipient
- TennCare carrier number, carrier name and address, if available
- Policy number
- Begin and end date of policy

Health insurance data provided by the CONTRACTOR that does not include the above required fields will be returned to the CONTRACTOR.

18. Section 3.10.13, Assessments Reporting shall be amended by adding a new second paragraph that shall read:

3.10.13 Assessments Reporting

On a quarterly basis the Contractor shall submit a Rejected CRG/TPG Assessments Report that provides, by agency, the number of rejected CRG/TPG assessments and the unduplicated number of and identifying information for the unapproved raters who completed the rejected assessments. This report shall be submitted in the format specified by TDMHDD.

19. Section 3.11.6, Records Maintenance shall be modified by changing the section referenced within the paragraph from Section 1-9 to Section 3.1.12 so that the section now reads:

3.11.6 Records Maintenance

The CONTRACTOR and its providers, subcontractors and other entities receiving monies originating by or through TennCare shall maintain books, records, documents, and other evidence pertaining to services rendered, equipment, staff, financial records, medical records, and the administrative costs and expenses incurred pursuant to this Agreement as well as medical information relating to the individual enrollees as required for the purposes of audit, or administrative, civil and/or criminal investigations and/or prosecution or for the purposes of complying with the requirements set forth in Section 3.1.12 of this Agreement. Records other than medical records may be kept in an original paper state or preserved on micro media or electronic format. Medical records shall be maintained in their original form or may be converted to electronic format as long as the records are readable and/or legible. These records, books, documents, etc., shall be available for any authorized federal, state, including, but not limited to TENNCARE, TDMHDD, OIG, TBI MFCU, DOJ and the HHS OIG, and Comptroller personnel during the Agreement period and five (5) years thereafter, unless an audit, administrative, civil or criminal investigation or prosecution is in progress or audit findings or administrative, civil or criminal investigations or prosecutions are yet unresolved in which case records shall be kept until all tasks or proceedings are completed. During the Agreement period, these records shall be available at the CONTRACTORS chosen location in Tennessee subject to the approval of TENNCARE and/or TDMHDD. records need to be sent to TENNCARE and/or TDMHDD, the CONTRACTOR Prior approval of the disposition of shall bear the expense of delivery. CONTRACTOR, subcontractor or provider records must be requested and approved by TDMHDD.

- 20. Section 3.14.7 shall be amended by adding a new sentence to the end so that the amended Section 3.14.7 shall read as follows:
 - On an annual basis, the **Contractor's** Title VI Compliance Plan and Assurance of Non-discrimination. The signature date of the CONTRACTORS' Title VI Compliance Plan is to coordinate with the signature date of the CONTRACTORS' Assurance of Non-discrimination Compliance.

21. Section 4.7.1 Maximum Liability and Allocation of Funds to this CONTRACT, shall be amended by replacing the second sentence in the first paragraph so that the first and second sentences shall now read:

4.7.1 Maximum Liability and Allocation of Funds to this Contract

This CONTRACT is subject to appropriation and availability of State and federal funds. In no event shall the maximum liability of the State for the TennCare Partners Program in the East Grand Regions exceed One Hundred Forty Seven Million Four Hundred Twenty Nine Thousand Seven Hundred Dollars (\$147,429,700.00) for the contract period of July 1, 2006 through June 30, 2007.

22. A new paragraph and table shall be added to Section 4.7.2

Payment Methodology, following Table 3. The new paragraph and table 4 shall read as follows:

4.7.2 Payment Methodology

The Contractor shall be compensated based on the rates herein for the payment rate categories authorized by the State.. Payments shall be subject to withholds as set forth in the CONTRACT. The rates in the Table 4 shall be applicable from July 1, 2006 through June 30, 2007.

Table 4: Rates:

PAYMENT RATE CATEGORY	PER MEMBER/ PER MONTH RATE
Priority Population age 0-12	302.57
Priority Population age 13-17	430.61
Priority Population age 18 and above	243.26

Non-Priority Population age 0-12	2.84
Non-Priority Population age 13-17	17.47
Non-Priority Population age 18 and above	4.94
State Only & Judicials	285.73

If the CONTRACT is extended for an additional period or periods in accordance with Section 6.18 of this CONTRACT, the **Contractor** shall be compensated based upon the payment rate categories detailed above subject to adjustment as determined by annual independent actuarial analysis and subject to State appropriations.

23.. The Liquidated Damages chart of Deliverables Section 5.3.3.2 shall be deleted in its entirety and replaced in its entirety so that the amended chart shall read as follows:

5.3.3.2 Deliverables

		Referenced Section(s)	Amount	Cure Period
5.3.3.2.1	Crisis Services	2.5.9 3.10.6	\$500 per calendar day	5 calendar days
5.3.3.2.2	Financial Disclosure in Providers	3.1.11.1	Amount Paid to the Provider	5 calendar days
5.3.3.2.3	Reserved			
5.3.3.2.4	Maintain Fidelity Bond	3.1.9	\$500 per calendar day	10 calendar days
5.3.3.2.5	Proof of Coverage	3.1.9	\$500 per calendar day	10 calendar days
5.3.3.2.6	Reserved			
5.3.3.2.7	Ownership and Financial Disclosure	3.1.11	\$500 per calendar day	5 calendar days
5.3.3.2.8	Identification Card	3.4.2.2	\$10 per calendar day	15 calendar days

			per Enrollee	after assignment
5.3.3.2.9	and Explanation of Benefits	3.4.2.3		15 calendar days after assignment
5.3.3.2.10	Quarterly Newsletter	3.4.2.4	\$500 per calendar day	5 calendar days
5.3.3.2.11	Reserved			
5.3.3.2.12	Telephone Access	3.5.3	Measures	None
5.3.3.2.13	Provider Site License	3.6.2	\$5,000 per calendar day that a site is not licensed as required by applicable state law plus the amount paid to that provider site during that period	
5.3.3.2.14	Provider Staff License	3.6.3	\$5,000 per calendar day that staff/provider/agent/su bcontractor is not licensed as required by applicable state law plus the amount paid to the staff/provider/agent/su bcontractor during that period.	
5.3.3.2.15	Credentialing Manual	3.6.4	\$500 per calendar day	5 calendar days
5.3.3.2.16	Provider Relations Plan	3.6.5	\$500 per calendar day	
5.3.3.2.17	Performance Measure Standards	Attachment E	See Attachment E	None
5.3.3.2.18	Failure to process and pay claims in a timely manner	3.11.3	\$10,000 per month for each month that TENNCARE determines that the CONTRACTOR is not in compliance with the requirements of this Agreement.	None

5.3.3.2.19	Reserved			
			PC00	None
5.3.3.2.20	Failure to provide a written notice or		\$500 per occurrence per case	None :
	provision of defective		per case	
	notice of denial,			
	reduction, termination,			
	suspension, or delay			
	of covered services			
5.3.3.2.21	Failure to provide a	3.2.1.2.3.2	\$1,000 per occurrence	None
	written discharge plan		per case	
	or provision of a			
	defective discharge			
	plan	0.0	CEOO por dov	None
5.3.3.2.22	Failure to provide a service or make	3.3	\$500 per day beginning on the next	None
	payments for a service		calendar day after	1,
	within five (5) calendar		default by the plan in	14
	days of a reasonable		addition to the cost of	
	and appropriate		the services not	
	directive from		provided.	
	TennCare to do so or			4
ľ	upon approval of the			·. ·
	service or payment by			
:	the CONTRACTOR	i		
	during the appeal			
	process or within a			
	longer period of time which has been	Ļ		
	approved by			
	TennCare upon a			
	plan's demonstration			
	of good cause			j:

5.3.3.2.23	Failure to provide proof of compliance to the Bureau Office of Contract Compliance and Performance within five (5) calendar days of a reasonable and appropriate directive from TennCare or within a longer period of time which has been		\$500 per day beginning on the next calendar day after default by the plan	None	
	approved by TennCare upon a plan's demonstration of good cause				
5.3.3.2.24	Imposing arbitrary utilization guidelines or other quantitative coverage limits	3.9.3	\$500 per occurrence	None	
5.3.3.2.25			An amount sufficient to at least offset any savings the Contractor achieved by withholding the services and promptly reimbursing the Enrollee for any costs incurred for obtaining the services at the Enrollee's expense		
5.3.3.2.26	Reserved		•		

5.3.3.2.27	Failure to comply with the notice requirements of the TennCare Rules and regulations or any subsequent amendments thereto, and court orders governing appeal procedures as they become effective		\$500 per occurrence in laddition to \$500. per calendar day for each calendar day required notices are late or deficient or for each calendar day beyond the required time frame that the appeal is unanswered in each and every aspect and/or each day the appeal is not handled according to the provisions set forth by this CONTRACT or required by TennCare	None
5.3.3.2.28	Failure to provide continuation or restoration of services where an Enrollee was receiving the service as required by TennCare Rules or any subsequent amendments thereto, all applicable state or federal law, and all court orders governing appeal procedures as they become effective		An amount sufficient to at least offset any savings the CONTRACTOR achieved by withholding the services and promptly reimbursing the enrollee for any costs incurred for obtaining the services at the enrollee's expense. \$500. per day for each calendar day beyond the 2 nd business after an On Request Report	None
5.3.3.2.29	Failure to provide CRG/TPG assessments within the specified	2.5.3	regarding a member's request for continuation of benefits is sent by TENNCARE. \$500 per month per Enrollee	
5.3.3.2.30	timeframes Failure to provide CRG/TPG	2.5.3	\$500 per occurrence per case	None

			<u> </u>		
	assessments by				: .
	TDMHDD-certified				•
	raters or in				,
	accordance with				
	TDMHDD policies and				.*
	procedures				
5.3.3.2.31	Failure to comply with	6.5	110% of the total	None	
	Conflict of Interest,	6.6	amount of		, 1
	Lobbying and	6.7	compensation paid by		
	Gratuities		Contractor to		
	requirements		inappropriate		* 1
	described in Sections		individuals as		
	6.5, 6.6 & 6.7.		described in Sections		
•			6.5, 6.6, & 6.7 and		4
			possible termination of		•
			the Agreement as		
			described in Sections		٠.,
			6.5, 6.6, & 6.7 of this		
			Agreement.		<u> </u>
5.3.3.2.32	Failure to submit	6.7	\$1,000.00 per day that	None	
	TennCare and		disclosure is late.		4.
	TDMHDD Disclosure				
•	of Lobbying Activities				
	Form by Contractor.			İ	
5.3.3.2.33	Failure to comply with	6.6	110% of the total	None	 ,
0.0.0.2.00	Offer of Gratuities		benefits provided by		
l	constraints described		the CONTRACTOR to		
	in Section 6.6		inappropriate		
	III 00011011 0.0		individuals and		
			possible termination of		
			the Agreement for		
			breach as described in		
			Section 6.6 of this		
			Agreement.		
:		-	, (g. 601, 167, 151		
5.3.3.2.34	Failure to seek, collec	3 12 5	\$500, per day for each	None	
J.J.J.Z.J4	and/or report third	12.0	calendar day that	10.10	
	party recoveries to		TennCare determines		
	TennCare.		the CONTRACTOR is		
	TEITIOAIE.		not making reasonable		1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
			effort to seek and		
			collect third party		
			recoveries.		
		0.4		None	
5.3.3.2.35	Failure to obtain	3.4	For Deliverables due	Inone	
٠	approval of enrollee		on or after January 1,	1	
	materials.	<u> </u>	2006: \$500. for each	_[

				· · · · · · · · · · · · · · · · · · ·
			day that TennCare	# • • •
			determines the	, ,
			CONTRACTOR has	‡
	1		provided enrollee	:
			material that has not	
			been approved by	
			TennCare.	
50000	E-il to committee			None
5.3.3.2.36	Failure to comply with	1710.110 19	· • · — - · · · · · · · · · · · · · · · · ·	1 10116
	marketing timeframes		on or after January 1,	
	har branching area		2006: \$5000. for each	
	Handbooks, I.D.		occurrence For	
	cards, Provider		purposes of this	
	Directories and		Agreement, occurrence	
	Newsletters.		means each instance	
- 			in which Member	
ı			materials are provided	
			or should have been	
			provided regardless of	
			the number of	
			Members affected at	
			that time.	/
5.3.3.2.37	Failure to achieve	Financial	\$500. per calendar day	None
	and/or maintain	Requiremen	for each day that	
	financial reserves in	ts, 3.1.8	financial requirements	
	accordance with TCA		have not been met.	
5.3.3.2.38	Failure to comply with	Fraud and	\$500. per calendar day	None
0.0.0.2.00	fraud and abuse	Abuse,	for each day that the	
		3.1.12	CONTRACTOR does	
	provisions as	3.1.12	not comply with fraud	
	described in Section			
	3.1.12 of this		and abuse provisions	
	Agreement	ļ	described in Section	1
			3.1.12 of this	
	<u> </u>		Agreement.	
5.3.3.2.39	Failure to require and	Provider	\$5000. per provider	None
	assure compliance	Contracts,	disclosure/attestation	;
	with Ownership and	3.7.2	for each	
	Disclosure		disclosure/attestation	
	1		that is not received or	4 4
	requirements		is received and signed	
[1	by a provider that does	'
1		1	not request or contain	· 1
			•	· ·
			complete and	
			complete and satisfactory disclosure	
			complete and	
			complete and satisfactory disclosure	

5.3.3.2.40	Failure to respond to a	2.5	The actual amount	None	· ·
0.0.0.1	request by DCS or		paid by DCS and/or		-
	TENNCARE to		TENNCARE for		
	provide service(s) to a		necessary services or		
	child at risk of entering		\$1000, whichever is		
	DCS custody as		greater, to be deducted		
	described in this		from monthly payments		
	Agreement.		Holli Holling paymonio	ļ	,
5.3.3.2.41	Failure to comply with	254	The actual amount	None	
5.3.3.2.4 I		2.0.4	paid by DCS and/or	1 10/10	
	obligations and		TENNCARE for		
	timeframes in the				
	delivery of EPSD&T		necessary services or	ļ	1
	screens and related		\$1000. whichever is		
	services as per this		greater, to be deducted		
	Agreement.		from monthly		
			payments.		
5.3.3.2.42	Denial of a request for	2.5	The actual amount	None	
	services to a child at		paid by DCS and/or		
	risk of entering DCS		TENNCARE for		a de
	custody when the		necessary services or		
	services have been		\$1000. whichever is		
	reviewed and		greater, to be deducted	[]	
	authorized by the		from monthly		
	TennCare Chief		payments.		* 1
	Medical Officer				
5.3.3.2.43	Failure to forward an	3.3	\$500. per calendar day	None	
	expedited appeal to				44.4 4 - 1.4
	TennCare in twenty				
	four (24) hours or a				
	standard appeal in five				
	(5) days.				
5.3.3.2.44	Failure to provide	3.3	\$500. per calendar day	None	
	complete		for each calendar day		1000
	documentation,		beyond the required		j. 5.
	including medical		time frame that the		
	records, and comply		appeal is unanswered		
	with the timelines for	1	in each and every		
	responding to a		aspect and/or each day	vl	
	medical appeal as set	[the appeal is not		
	forth in TennCare		handled according to		4
	rules and regulations		the provisions set forth	1	
	and all court orders		by this Agreement or		
			required by TennCare		
	and consent decrees		required by refinedite		
	governing appeals				
	procedures as they				
	become effective.				

	- · · · · · · · · · · · · · · · · · · ·	0.0	\$1,000. per occurrence	None	
5.3.3.2.45	i dilai o to committe		if the notice remains	MOLIC	. \
	timely corrected notice		[** *		
	of adverse action to		defective plus a per		İ
	TENNCARE for		calendar day		
	review and approval		assessment in		
	prior to issuance to		increasing increments		
	the member.		of \$500. (\$500. for the		
			first day, \$1,000. for		.
			the second day,		
			\$1,500. for the third	ı	·
			day, etc.) for each day		•
			the notice is late and/or		
			remains defective.	1	
5 0 0 0 40	Per the Revised Grier	2 2	First occurrence: \$500	None	
5.3.3.2.46	- Y	5.5	per instance of such	100	
	Consent Decree,		"systemic problems or		
	"Systemic problems or	· ·			
	violations of the law"		violations of the law",		
	(e.g. a failure in 20%	1	even if damages		
	or more of appealed	ı	regarding one or more	•	
	cases over a 60 day		particular instances		
	period) regarding any		have been assessed		
:	aspect of medical		(in the case of		
	appeals processing		"systemic problems or		
	pursuant to TennCare	, 	violations of the law"		1
	rules and regulations		relating to notice		
	and all court orders		content requirements,	·	
	and consent decrees		\$500 per notice even if	1	
	governing appeal		a corrected notice was		
	procedures as they		issued upon request by	/	
	become effective.	1	TENNCARE).		
	become encouve.		,		
			Damages per instance	e	
			shall increase in \$50		
			increments for each		
			subsequent "systemi		
			problem or violation of		
			the law" (\$500 pe	I	
	j		•		
			instance the first time		
			"systemic problem o		
			violation of the law		
			relating to a particula		
				s	
1			identified; \$1,000 pe		
			instance for the 2n		
			time a "system"		
			problem or violation	of	

			the law" relating to the same requirement is identified; etc.)	
5.3.3.2.47	Systemic violations regarding any aspect of the requirements in accordance with this Agreement and the TennCare rules and regulations		First occurrence: \$500 per instance of such systemic violations, even if damages regarding one or more particular instances have been assessed.	None
			Damages per instance shall increase in \$500 increments for each subsequent systemic violation (\$500 per instance the first time a systemic violation relating to a particular requirement is identified; \$1,000 per instance for the 2nd time a systemic violation relating to the same requirement is identified; etc.)	
5.3.3.2.48	Failure to complete or comply with corrective action plans as required by TENNCARE and/or TDMHDD		\$500. per calendar day for each day the corrective action is not completed or complied with as required.	
5.3.3.2.49	Failure to 1) provide an approved service	3.3 Attachment B	The cost of services not provided plus \$500 per day, per occurrence, for each day 1) that approved care is not provided timely; or 2) notice of delay is not provided and/or the MCC fails to provide upon request sufficient documentation of	

				and the second
	promptness; or 2) issue appropriate notice of delay with documentation upon request of ongoing diligent efforts to provide such approved service.		ongoing diligent efforts to provide such approved service.	
5.3.3.2.50	Failure to submit the CONTRACTORS' annual NAIC filing as described in Section 3.10.10 of this Agreement.		\$500. per calendar day	
5.3.3.2.51	Failure to submit the CONTRACTORS' quarterly NAIC filing as described in Section 3.10.10		\$500. per calendar day	
5.3.3.2.52	Failure to submit audited financial statements as described in Section 3.11.5		\$500. per calendar day	
5.3.3.2.53	Failure to maintain a complaint and appeal system as required in Section 3.3 of this Agreement.		\$500. per calendar day	None
5.3.3.2.54	Failure to maintain required insurance as required in Section 4.4.13 of this Agreement.	3.1.10	\$500. per calendar day	None
5.3.3.2.55	Reserved			•
5.3.3.2.56	Failure to completely process a credentialing application within thirty (30) calendar days of receipt of a completed, including all necessary documentation and	Attachment C	\$5000 per application that has not beer approved and loaded into the CONTRACTORS' system or denied within thirty (30 calendar days or receipt of a completed	n d e d d)

			-us double line		
	attachments,		credentialing		
	credentialing		application.		
	application and signed				
	Provider Agreement		And/Or		
	as required in Section				
	3.6.4 of this		\$1000 per application		
	Agreement.		per day for each day		
	rigi comonii.		beyond thirty (30)		
			calendar days that a		
			completed		
					ĺ
			credentialing		
			application has not		- N - 1
			been completed as		
			described in Section		
	1		3.6.4 of this		
			Agreement.		
5.3.3.2.57	Failure to maintain	372	\$5000 per provider	None	
5.5.5.2.5/	. 4		agreement found to be		
	provider agreements		non-compliant with the		
:	in accordance with				
·	this Agreement.		requirements outlined		
		1	in Section 3.7.2 of this	i	
			Agreement.		*.
					<u> </u>
5.3.3.2.58	Failure to comply in	3.5	\$250. per calendar day	None	
	any way with staffing		for each day that		•
	requirements as		staffing requirements		
	described in this		as described in this		
	Agreement.	1	Agreement are not		1
	Agreement.		met.		
	F 1 to non-	10.7.4	\$200. per day	None	
5.3.3.2.59	Failure to report		φ200. per day	INOTIC	
	provider notice of				14
	termination of				
	participation in the	>			
	CONTRACTORS'				
1	plan.		1	1	
*					<u> </u>
5.3.3.2.60	Failure to address of	r3.10.4	An amount equal to the	eNone	
J.J.J.Z.UV	resolve problems with	li .	paid amount of the		
	individual encounte		individual encounte	1	
		1	record(s) that wa	1	
	records in a timely		F = · · · · · · ·	1	
	manner as required by	У	rejected or, in the cas		
	TENNCARE.		of capitate		- -
1	1		encounters, the fee-for		•
			service equivaler		
			thereof as determine	d	

	by TENNCARE.	· · · · · · · · · · · · · · · · · · ·	

24. Section 6.5 Conflict of Interest shall be deleted in its entirety so that the amended Section 6.5 shall read as follows:

6.5 Conflicts of Interest

- (a) The **Contractor** warrants that no part of the total Agreement amount provided herein shall be paid directly or indirectly to any officer or employee of the State of Tennessee as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor, or consultant to the CONTRACTOR in connection with any work contemplated or performed relative to this Agreement unless otherwise authorized by the Commissioner, Tennessee Department of Finance and Administration. The authorization may be requested in writing to the Commissioner of Finance and Administration. (See 45 CFR 93.100 et.seq. 31 USC 1352. TCA 3-6-101 et. seq., 3-6-201., et. Seq. 3-6-301 et. Seq. and 8-50-505
 - (b) By December 31 of each year, disclosure shall be made by the CONTRACTOR to the Deputy Commissioner of the Bureau of TennCare, Department of Finance and Administration in writing. The disclosure shall include the following:
 - 1. A list of any officer or employee of the State of Tennessee who receives wages, or compensation in connection with work performed under this Agreement;

A statement of the reason or purpose for the wages or compensation; and

- 3. A statement that the Commissioner of Department of Finance and Administration has authorized this arrangement.
- (c) This CONTRACT may be terminated by TENNCARE and/or **TDMHDD** if it is determined that the **Contractor**, its agents or employees offered or

gave gratuities of any kind to any official, employees of the State of Tennessee. The CONTRACTOR certifies that no member of or delegate of Congress, the United States General Accounting Office, DHHS, CMS or any other federal agency has or will benefit financially or materially from this Agreement.

The CONTRACTOR shall include the substance of this clause in all subcontracts and provider agreements.

25. Section 6.7 Lobbying shall be deleted and replaced in its entirety so that the amended Section 6.7 shall read as follows:

6.7 Lobbying

The CONTRACTOR certifies by signing this Agreement, to the best of its knowledge and belief, that federal funds have not been used for lobbying in accordance with 45 CFR Part 93 and 31 USC 1352 (See also TCA 3-6-101 et. Seq., . 3-6-201 et Seq., 3-6-301 et. Seq., and 8-50-505.).

The CONTRACTOR shall disclose any lobbying activities using non-federal funds in accordance with 45 CFR Part 93.

Failure by the CONTRACTOR to comply with the provisions herein shall result in termination of the Contractor and/or liquidated damages as provided in 5.3.3.2 of this Agreement.

26. Attachment B, Crisis Services, shall be amended by deleting the last sentence in the Definition for Crisis Services and replacing it so the definition paragraph now reads as follows:

DEFINITION

Crisis Services

When there is a perception of a crisis by an individual, family member, law enforcement, hospital staff or others, crisis services are available to anyone living in Tennessee regardless of insurance type or coverage. Crisis Services are

available twenty-four (24) hours a day seven (7) days a week for anyone experiencing a mental health crisis, an urgent condition, or a psychiatric A mental health crisis is defined as any mental health issue perceived to be a crisis by the above mentioned individuals. An urgent condition is defined as an acute onset of a psychiatric condition, not constituting an immediate substantial likelihood of harm to self or others, but if left untreated it A psychiatric emergency is may deteriorate into a psychiatric emergency. defined as an acute onset of a psychiatric condition that manifests itself by an immediate substantial likelihood of serious harm to self or others. services will include twenty-four (24) hour telephone lines, triage, intervention, and evaluation for additional services/treatment and follow-up services. admission to Regional Mental Health Institutes (RMHI's), Crisis Teams are capable of performing the functions of mandatory prescreening in accordance with Title 33, Chapter 6 of Tennessee Code Annotated, to ensure an effective inpatient diversion system and maintain the individual in the least restrictive environment as appropriate. Private hospitals that have been approved by TDMHDD will also accept mandatory pre-screening from the crisis team. Crisis services shall not be responsible for pre-authorizing involuntary hospitalization.

27. Attachment B. Crisis Services shall further be amended by changing the access and availability standard pertaining to face-to-face contact time for the service to read as follows:

Maximum Time for a Face-to-Face	Within 1 hour in an emergency and
Contact for an Individual.	within 4 hours in an urgent
	situation.

28.. Attachment E Administrative Measures, Table 1: Administrative Performance Measures shall be amended by adding the following language to the end of "Reporting Frequency" and "Penalty" so that the amended sections shall read as follows:

Reporting Frequency: Quarterly, within thirty (30) calendar days after the end of the quarter. Each month to be reported separately.

Penalty: 1 For each month deficient

- 29. This Agreement shall be amended by deleting the words "Office of Contract Development and Compliance (OCDC)" and replacing them with "Office of Contract Compliance and Performance (OCCP)".
- 30. Contract citations within the body of the contract affected by contents of this amendment shall be modified accordingly.

All of the provisions of the original Agreement not specifically deleted or modified herein shall remain in full force and effect. Unless a provision contained in this Amendment specifically indicates a different effective date, for purposes of the provisions contained herein, this Amendment shall become effective, or as of the date it is approved by the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services.

IN WITNESS THEREOF, the parties have by the representatives set their signature.	ir duly authorized
CONTRACTOR:	
Russell C. Petrella, Ph.D. President TENNESSEE BEHAVIORAL HEALTH, INC.	DATE
TENNESSEE DEPARTMENT OF MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES:	
Virginia Trotter Betts, MSN, JD, RN, FAAN Commissioner	DATE
TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION:	
M. D. Goetz, Jr. Commissioner	DATE
APPROVED:	
TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION:	
M. D. Goetz, Jr. Commissioner	DATE
COMPTROLLER OF TREASURY:	
John G. Morgan Comptroller of Treasury	DATE

		学 图19	CONTRACT	SUN	ЛМА	RY	SHI	BET.					
RFS Number:	RFS Number: 318.66-050					Contract Number: FA-05-16089-04							
State Agency:	Department of	Financ	e and Administration	n L	olvisio	n:				Τe	ennCa	re	
Participation of the control of the	Contrac	tor###	用于证明的 由于2010			drawning Water balls	∳ą c	ontractor I	dentificat	ion t	lumbe	er de desi	
	Tennessee Behavioral Health, Inc.								62162	21636	3 O ['] 1		
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Behavioral Health	Services to Enrollee	s in the	TennCare Partner	s Progra	am in T	enne	ssee E	East Grand I	Region				
	Contract Beg	jin Date	Maria de la maria de la composición de la composición de la composición de la composición de la composición de La composición de la		An E		報意義	Cont	ract End	Date		有情况更 明	ing Amelik
	7/1/200								6/30/2007				
Allotment Co	Corte Banda Sacon Cristian Principal Control of State Con-	iter 📜	Object Code		und			Grant 🚲 🖰		nt Co	de' "‡	୍ରSubgrai	nt Code
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2005	\$59,243,280.00	-	\$108,632,276.00			R	EC	EIVEI)			\$167,87	5,556.00
2006	\$51,144,466.00		\$91,717,000.00				TANI	0 6 2000				\$142,86	1,466.00
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a otai:	\$110,387,746.00		\$200,349,276.00	-			\$0.00			0.00			\$0.00
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